



## COVID-19 Emergency Operations Center

SOP No: MS-176

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# Standard Operating Procedure Site Management Shift Handoff

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### Subject: Site Management Shift Handoff at Medical Sheltering Sites

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#### 1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance and guidelines on the shift handoff communication process that occurs as a part of the handover of facility and patient information between site managers during shift change.

#### 2. Definition

- Handoff: A real-time process of passing facility-specific and patient-specific information from one site manager to another for the purpose of ensuring the continuity and safety of facility, patient and staff care.

#### 3. Process

- Site Managers should allow up to 15 minutes before and after their assigned shift to communicate with previous/subsequent Site Managers.
- Shift Handoff can be conducted verbally or written down.
- The content necessary to communicate is as follows:
  - Any intakes that have come in during that shift
  - Any projected intakes to be arriving
  - Any discharges that took place during that shift
  - Any projected discharges to be conducted
  - The status of any maintenance issues throughout the facility
  - The status of any open tasks
  - Any expected visitors or inspectors coming on site
  - Any patient behavioral challenges to be aware of